KPMG Consulting – Verizon Responses regarding New Jersey Exception Report #21

Exception #:	21
Component:	**The confirmed due dates Verizon-NJ returned on Local Service Request Local Responses (LSRLRs) do not match the due dates KPMG Consulting requested on Local Service Requests (LSRs).**
Domain:	POP
Date Uncovered by KPMG:	2/19/01
Date VERIZON Received:	2/19/01
Date VERIZON Responded:	3/14/01
KPMG Consulting's Summary Statement	**Verizon-NJ's inability to provide a predictable, consistent process for CLECs to establish and confirm due dates may impede a CLEC's ability to establish firm commitment dates with their customers.**
KPMG Consulting's Response:	**KPMG Consulting's 05/08/01 Reply to Verizon's 3/14/01 Response** KPMG Consulting has review Verizon-NJ's response regarding the process by which CLECs establish and confirm due dates, and understands the discrepancies observed between desired and confirmed due dates to be a combination of: 1) System problems for which Verizon-NJ has implemented modifications, 2) misinterpretation by KPMG Consulting of the interval guide, and 3) Verizon representative errors in establishing the due date. During the period from 03/28/01 through 05/02/01, KPMG Consulting conducted retesting of the areas which Verizon indicted system modifications had been implemented on 02/17/01, 03/17/01, and 04/21/01. KPMG Consulting's analysis of these transactions shows that 100% of the confirmed due dates match the desired due date as determined by the product interval guides. KPMG Consulting has reviewed the instances in which Verizon's response concluded the initially provided confirmed due date was correct and agrees that the confirmed due date was consistent with published interval guides. According to Verizon's response, improvements have been implemented to heighten awareness for the importance of and the monitoring of service orders for accuracy including the establishment of corrective processes to be used when trends are observed. Based on this analysis, KPMG Consulting is closing this exception.

VERIZON Response: <u>03/14/01 Response to Exception</u>

The following PONs were assigned a standard interval (Int) regardless of product. A system modification was implemented on February 17, 2001 that will derive due dates in accordance with the Verizon standard interval guide.

1. *Platform Business Accounts with the addition of custom calling features. The interval that is now applied:* **LSR received before 12 Noon (EST) - Same Day, LSR received after 12 Noon (EST) – Next Business Day.**

#	PON numbers	Received	DDD	DD	Int
107	010051NN0X000001 AA	9/18 13:23	09/19/00 12:00 AM	09/20/00 12:00 AM	2
106	010051NN0X000002 AA	9/20 18:55	09/21/00 12:00 AM	09/22/00 12:00 AM	2
60	010051NN0X000003 AA	9/22 10:23	09/22/00 12:00 AM	09/26/00 12:00 AM	2
62	010051NN0X000004 AA	9/26 10:54	09/26/00 12:00 AM	09/28/00 12:00 AM	2
105	010051NN0X000005 AA	10/2 15:39	10/03/00 12:00 AM	10/04/00 12:00 AM	2
104	010071NN0X000001 AA	9/18 12:17	09/19/00 12:00 AM	09/20/00 12:00 AM	2
102	010071NN0X000004 AA	9/27 19:27	09/28/00 12:00 AM	09/29/00 12:00 AM	2
103	010071NN0X010002 AA	9/26 17:50	09/27/00 12:00 AM	09/28/00 12:00 AM	2
108	010071NN0X010005 AA	10/2 16:44	10/03/00 12:00 AM	10/04/00 12:00 AM	2

2. *Platform Business Accounts with auxiliary lines disconnected. The interval that is now applied:* **LSR received before 12 Noon (EST) - Same Day, LSR received after 12 Noon (EST) – Next Business Day.**

#	PON numbers	Received	DDD	DD	Int
97	018021NN0X000001 AA	9/18 15:29	09/19/00 12:00 AM	09/20/00 12:00 AM	2
96	018021NN0X000002 AA	9/22 13:39	09/25/00 12:00 AM	09/26/00 12:00 AM	2
95	018021NN0X000003 AA	9/26 12:36	09/27/00 12:00 AM	09/28/00 12:00 AM	2

The following PONs were assigned a standard interval (Int) for each request. A system modification will be implemented on March 17, 2001 to derive the due date from the Pre-Order Due Date Availability (DDA) transaction in accordance with the Verizon standard interval guide.

1. *Platform Business Accounts with 1 new line with basic features. The correct interval as stated in the interval guide is:* **Check Livewire (via Pre-Order DDA transaction).**

#	PON numbers	Received	DDD	DD	Int
100	020041NF0X000001 AA	10/3 11:08	10/06/00 12:00 AM	10/10/00 12:00 AM	5
109	020041NN0X000006 AA	9/22 9:41	09/28/00 12:00 AM	09/29/00 12:00 AM	5
115	020041NN0X000007 AA	9/25 11;19	09/29/00 12:00 AM	10/02/00 12:00 AM	5
111	020041NN0X000008 AA	9/26 10:15	10/02/00 12:00 AM	10/03/00 12:00 AM	5
121	020041NN0X000009 AA	9/27 10:45	10/03/00 12:00 AM	10/04/00 12:00 AM	5
120	020041NN0X000010 AA	9/28 14:12	10/04/00 12:00 AM	10/05/00 12:00 AM	5
122	020041NN0X000012 AA	10/2 13:01	10/06/00 12:00 AM	10/09/00 12:00 AM	5
118	020041NN0X010013 AA	10/4 13:14	10/09/00 12:00 AM	10/11/00 12:00 AM	5

2. *Resale Business Accounts with new lines. The correct interval as stated in the interval guide is: Green Light Day (via Pre-Order DDA transaction).*

#	PON numbers	Received	DDD	DD	Int
50	012011NN0X000004 AA	9/21 10:33	09/26/00 12:00 AM	09/28/00 12:00 AM	5
52	012011NN0X000005 AA	9/21 10:46	09/26/00 12:00 AM	09/28/00 12:00 AM	5
55	012011NN0X000006 AA	9/22 9:34	09/27/00 12:00 AM	09/29/00 12:00 AM	5
23	012011NN0X010002 AA	9/20 16:32	09/22/00 12:00 AM	09/27/00 12:00 AM	5
45	012011NN0X010003 AA	9/20 18:50	09/25/00 12:00 AM	09/27/00 12:00 AM	5
49	012021NN0X010001 AA	9/21 9:03	09/26/00 12:00 AM	09/28/00 12:00 AM	5
54	020011NF0X030001 AA	11/15 10:10	11/20/00 12:00 AM	11/22/00 12:00 AM	5
56	020011NN0X020003 AA	11/8 15:52	11/13/00 12:00 AM	11/15/00 12:00 AM	5
64	020011NN0X020004 AC	11/8 16:03	11/13/00 12:00 AM	11/15/00 12:00 AM	5
61	020011NN0X030003 AA	11/14 9:38	11/17/00 12:00 AM	11/21/00 12:00 AM	5
63	020021NN0X000007AB	10/26 17:50	10/31/00 12:00 AM	11/2/00 12:00 AM	5

Verizon's investigation found that the interval set for the following PONS matches the interval documented in the Verizon Interval Guide.

1. *Resale Residence Accounts with 1 new line. The interval as stated in the interval guide is: Standard **5 day interval** or Offered Date in preorder DDA function (whichever is greater) (**Not to exceed 5 Days in NJ**).*

#	PON numbers	Received	DDD	DD	Int
58	020021NN0X010008AA	11/15 11:05	11/20/00 12:00 AM	11/22/00 12:00 AM	5
48	020031NN0X010002AA	9/22 10:21	09/27/00 12:00 AM	09/29/00 12:00 AM	5

2. *Platform Business Account with the addition of esm (call forwarding), esx (call waiting), nsq (repeat call), **nsd (caller id),** ayw (anonymous call rejection), esc (three way calling) to 2-line acct. The correct interval as stated in the interval guide for caller id is: 2 **Business Days.***

#	PON numbers	Received	DDD	DD	Int
101	010102NF0X000001 AA	9/29 9:33	10/02/00 12:00 AM	10/03/00 12:00 AM	2

Verizon's investigation found that the following PONs were processed accurately based on the Local Service Request.

#	PON	VZ Response
15	020061NN0X010001	NO ERROR, LIVEWIRE DD GIVEN
171	071031NF0X000002	NO ERROR, SUP 1 TO CAN
4	071031NN0X000008	NO ERROR, SUP 1 TO CAN
6	071031NN0X000009	NO ERROR, SUP 1 TO CAN
8	071031NN0X000010	NO ERROR, SUP 1 TO CAN
9	071031NN0X000011	NO ERROR, SUP 1 TO CAN
167	071041NN0X000002	NO ERROR, SUP 1 TO CAN
127	072051NN0X000003	NO ERROR, SUP 1 TO CAN
154	069021NN0X000004	NO ERROR, ORD IN QUERY
89	072111NN0X000024	NO ERROR, DDD GIVEN
153	069021NF0X010001	NO ERROR, DDD GIVEN
170	070021NN0X000007	NO ERROR, DDD GIVEN
57	102021NN0X000015	NO ERROR, STAND INTERVAL GIVEN AFTER LOOP QUAL
44	102021NN0X010012	NO ERROR, STAND INTERVAL GIVEN AFTER LOOP QUAL
18	102031NN0X000011	NO ERROR, STAND INTERVAL GIVEN AFTER LOOP QUAL

29	102031NN0X000013	NO ERROR, STAND INTERVAL GIVEN AFTER LOOP QUAL
74	072111NF0X010022	NO ERROR, STAND INTERVAL GIVEN LESS HOLIDAY
112	050011NF0X010001	NO ERROR, DDD GIVEN
84	072111NN0X010029	NO ERROR, STAND INTERVAL GIVEN AFTER LOOP QUAL
143	056011NN0X060010	NO ERROR, DDD GIVEN
166	074021NN0X000012	NO ERROR, DDD GIVEN
160	079031NN0X000015	NO ERROR, DDD GIVEN
168	099031NF0X000005	NO ERROR, DDD GIVEN
155	069021NN0X000010	NO ERROR, DDD GIVEN
165	079011NF0X000001	NO ERROR, DDD GIVEN
169	088041NF0X000001	NO ERROR, DDD GIVEN
114	051011NN0X000002	NO ERROR, STANDARD INTERVAL GIVEN
33	051011NN0X010001	NO ERROR, STANDARD INTERVAL GIVEN
39	051011NN0X010005	NO ERROR, STANDARD INTERVAL GIVEN
117	061011NN0X010001	NO ERROR, STANDARD INTERVAL GIVEN
93	019041NN0X000007	NO ERROR, STANDARD INTERVAL GIVEN
94	019041NN0X000008	NO ERROR, STANDARD INTERVAL GIVEN
40	072101NN0X000016	NO ERROR, STAND INTERVAL GIVEN AFTER LOOP QUAL
36	072101NN0X000019	NO ERROR, STAND INTERVAL GIVEN AFTER LOOP QUAL
90	072101NN0X000021	NO ERROR, STAND INTERVAL GIVEN AFTER LOOP QUAL
70	072101NN0X010018	NO ERROR, STAND INTERVAL GIVEN AFTER LOOP QUAL
38	072111NN0X000025	NO ERROR, STAND INTERVAL GIVEN AFTER LOOP QUAL
31	072111NN0X010023	NO ERROR, STAND INTERVAL GIVEN AFTER LOOP QUAL
98	102011NN0X000018	NO ERROR, STAND INTERVAL GIVEN AFTER LOOP QUAL
99	102011NN0X000019	NO ERROR, STAND INTERVAL GIVEN AFTER LOOP QUAL
148	042011NN0X000015	NO ERROR, SUPP3 RMK FIELD NOT NOTED PER BUS RULES, STAND INTERVAL GIVEN
41	012061NN0X010001 ab	NO ERROR, LIVEWIRE DD GIVEN
51	012011NN0X010011	NO ERROR, LIVEWIRE DD GIVEN
92	050011NN0X010010	NO ERROR, STANDARD INTERVAL GIVEN
156	080041NF0X010002 ac	NO ERROR, DDD GIVEN
119	102011NF0X010011	NO ERROR, STAND INTERVAL GIVEN AFTER LOOP QUAL
30	102011NN0X000013	NO ERROR, STAND INTERVAL GIVEN AFTER LOOP QUAL
27	102011NN0X000015	NO ERROR, STAND INTERVAL GIVEN AFTER LOOP QUAL
34	102011NN0X000016	NO ERROR, STAND INTERVAL GIVEN AFTER LOOP QUAL
66	085021NF0X010001 aa	NO ERROR, STAND INTERVAL GIVEN AFTER LOOP QUAL
124	090011NN0X020001	NO ERROR, SUPP1 TO CAN

59	080021NN0X000007 ac	NO ERROR, DDD GIVEN
11	035081NN0X010001	OBSERVATION # 60 - LSR INVEST STILL PENDING
1	035081NN0X000002	OBSERVATION # 60 - LSR INVEST STILL PENDING
3	035081NN0X000003	OBSERVATION # 60 - LSR INVEST STILL PENDING
164	079011NF0X020002	PON IN QUERY
136	099021NN0X000005	NO ERROR, SUPP1 TO CAN
126	081021NN0X000001	NO ERROR, SUPP1 TO CAN
149	016061NN0X000001	NO ERROR, SUPP1 TO CAN
163	085021NF0X010001 ab	NO ERROR, SUPP1 TO CAN
161	079031NN0X000013	NO ERROR, SUPP1 TO CAN
5	097011NN0X000002	NO ERROR, SUPP1 TO CAN
137	001041NN0X010003	NO ERROR, SUPP1 TO CAN
135	095011NN0X000001	NO ERROR, SUPP1 TO CAN
150	011081NN0X010001	NO ERROR, SUPP1 TO CAN
138	070031NN0X000001	NO ERROR, SUPP1 TO CAN
157	099031NF0X000005	NO ERROR, SUPP1 TO CAN
47	012061NN0X010001 ac	NO ERROR, SUPP1 TO CAN
141	074031NN0X000001	NO ERROR, SUPP1 TO CAN
145	074031NN0X000001	NO ERROR, SUPP1 TO CAN
146	074061NN0X000001	NO ERROR, SUPP1 TO CAN
158	070051NF0X000001	NO ERROR, DDD GIVEN
151	011021NN0X010001	DDD WAS GIVEN, TYPO ON LSRLR
7	006011NN0X000024	DDD WAS GIVEN, TYPO ON LSRLR
142	020051NN0X000004	DDD WAS GIVEN, TYPO ON LSRLR
128	097021NN0X000001	NO ERROR, SUPP1 TO CAN
22	020011NN0X030002	NO ERROR, LIVEWIRE DD GIVEN
53	012011NN0X000007	NO ERROR, LIVEWIRE DD GIVEN
159	080021NF0X000001 ac	NO ERROR, LIVEWIRE DD GIVEN

Verizon agrees that the following PONs encountered service order errors in the TISOC resulting in an interval discrepancy.

1. *The following PONs were processed with a greater interval due to the TISOCs misinterpretation of internal procedures. I.e., PON # 072111NN0X000026 - KPMG correctly requested a 6 day interval but received a greater due date as a result of this misinterpretation. The representative appropriately assigned a 6 day interval, but did so after the 24 hour confirmation interval, thereby causing the due date error.*

#	PON
20	079011NN0X010006
2	101011NN0X000001
14	050011NN0X010008
16	051011NN0X000003
21	051011NN0X000004
28	042021NN0X020011
110	080041NF0X010002 aa
13	050011NN0X020007
17	080021NN0X000007 ab
19	070041NN0X000003
10	101011NN0X000003
37	101021NN0X000002

25	101021NN0X000003
24	101021NN0X000004
35	101021NN0X000005
86	072111NN0X000026
82	072111NN0X010035
81	072111NN0X010036
80	072111NN0X010037
79	072111NN0X010038
78	072121NN0X000018
77	072131NN0X000015
91	072131NN0X000019
76	074011NN0X000005
75	074011NN0X000006
73	074021NN0X000003
85	074051NN0X020002
12	077011NN0X000003
87	077011NN0X000009
65	080021NN0X000006
67	080021NN0X000011
32	080021NN0X000013
68	080041NN0X000006
69	081041NN0X000002
43	085011NF0X000001
88	085021NN0X000012
83	074031NN0X000001
46	013111NN0X000005
42	018031NN0X000005
26	025021NN0X010001
113	050031NN0X000002
140	079011NN0X000017
72	080021NF0X000001 aa
71	085021NN0X000007

2. The following PONs were processed with a earlier interval due to TISOC error.

139	079031NN0X000016
152	002111NN0X020003
130	042011NN0X010002
162	079011NN0X000008
123	081051NN0X000003
116	022031NN0X010006
134	047021NN0X000004
131	045011NN0X000024
129	005031NN0X010001
133	020041NN0X000012 ac
132	079011NN0X010013
147	047031NN0X000030
144	047031NN0X000031
125	011021NN0X030002

Since March 8, Verizon has instituted numerous improvements based on our recognition of the value of additional accuracy improvements.

- A weekly analysis of several hundred random service orders is performed to ensure service order accuracy. Representatives then receive coaching and feedback from management based on these observations. The Team Leaders also receive feedback on trending observations throughout the

TISOC, to proactively review the correct processes with their teams, to avoid future occurrences of these errors.
- The TISOC also emphasizes accuracy to the entire office through various forms of communication such as electronic banner boards, E-mail alerts, updates to their local web site, overhead paging and team huddles.

Based on the above, Verizon believes that substantial improvements have been made to the TISOC in the area of service order accuracy.